



09/04/07

DoC-NOAA-NWS Login Assistance

- **First-time users:**
 - Your **temporary initial password** is sent to you by email, when your Learning Center account has been established. This occurs when your office completes your information in:
 1. NOAA [Staff Directory](#) (NSD)
 2. NOAA [email system](#) (LDAP) and
 3. [USDA-NFC Personnel Payroll System](#) (Federal employees only)
 - Your Username is **your complete email address** ending in .gov
 - If **login fails**, your password may have expired.
- **Reset Expired Passwords**
 - To reactivate your password:
 - Enter your Username in the box. (e.g., Jean.Doh@noaa.gov)
 - Click on **Forgot Password** link.
 - Answer the 4 password recovery challenge questions
 1. Username: (your complete email address)
(NOTE: For your privacy, convenience, and memory ease, you may use the same word for next three questions)
 2. What is your mother's maiden name?
 3. What is your favorite pet's name
 4. What is your favorite movie?
 - Upon successful login, you may be prompted to install a new DoC Security password, which must have:
 - **At least eight** (8) non-blank characters
 - At least **one alphabet** letter
 - At least **one number**
 - At least **one special character** (\$, *, &, +, etc., but **not** @)
 - No more than **6 consecutive** characters (e.g. AAAAAA) without repeating.
 - No Vendor/manufacture default passwords
 - No Names (e.g. user name, family name, program, system)
 - No Words in dictionaries spelled backwards or forwards
 - No Addresses or birthdays
 - Every 90 days, you will be prompted to change your password

- Before searching for courses, NOAA staff need to enter the NOAA Learning Center, and NWS staff need to enter the NWS Center

- For repeat Customers:

- For **Password Resets**, see previous section.

(NOTE: Once you log in to the Learning Center, you can change your responses to the recovery questions:

- Scroll down to the bottom left corner, click on the **USER LINKS** (very small text)
 - The Control Center opens, providing access to change your password, password recovery answers, and view your calendar and transcript
- For other UserID, Password, or technical assistance (email inquiries with pertinent details is preferred)
- For **NOAA**: 7:30am - 4:00pm Eastern Time,
 1. Maria.C.Krug@noaa.gov Ph. 301-665-3766 or
 2. Stanton.K.Lum@noaa.gov Ph. 301-713-6312
- For **NWS**: ims.nws@noaa.gov,
If urgent, contact Don Rinderknecht by phone at 405-325-2805; available hours approximately 8:00 am - 5:00 pm Central Time, Monday - Friday.
- For **DC Metro Area Instructor-Led Training**:
ask.training@noaa.gov, Ivy Washington
301-713-6368
- Other Technical Issues:
 - [Learn.com System requirements](#).
 - [SkillSoft Online System requirements](#)
 - Other Issues: Adam.D.Santo@noaa.gov,
7:30am - 4:00pm Eastern Time
Ph. 301-713-6311